

NIH Help Desk Monthly Summary Report

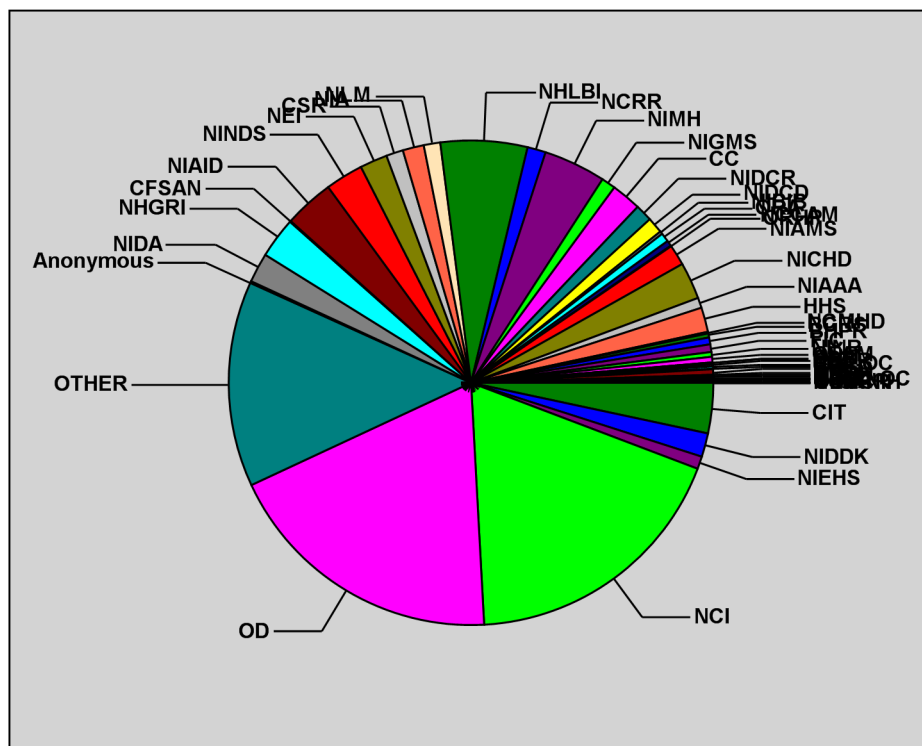
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.



Snapshot Date: 2/1/2009 6:46:10 AM

Tickets by IC



Anonymous	0.13 %
BCRS	0.27 %
BHPR	0.46 %
CBER	0.13 %
CC	1.99 %
CDER	0.36 %
CDRH	0.07 %
CFSAN	0.07 %
CIT	3.36 %
CQ	0.04 %
CSR	1.13 %
CVM	0.03 %
FDA-OC	0.15 %
FIC	0.51 %
HHS	1.64 %
HRSA-OC	0.01 %
HSB	0.12 %
NCCAM	0.37 %
NCI	18.36 %
NCMHD	0.11 %
NCRR	1.22 %
NCTR	0.02 %
NEI	1.83 %
NHGRI	2.71 %
NHLBI	5.78 %
NIA	1.41 %
NIAAA	0.68 %

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NIAID	3.32 %
NIAMS	1.38 %
NIBIB	0.19 %
NICHD	2.46 %
NIDA	1.97 %
NIDCD	1.06 %
NIDCR	1.14 %
NIDDK	1.58 %
NIEHS	0.84 %
NIGMS	0.94 %
NIMH	4.15 %
NINDS	2.53 %
NINR	0.32 %
NLM	1.10 %
NON-NIH	0.00 %
OD	18.93 %
OEOCR	0.01 %
OFAM	0.37 %
OFM	0.10 %
OHIT	0.01 %
OIHA	0.01 %
OIM	0.05 %
OL	0.02 %
OM	0.02 %
OMH	0.02 %
OPE	0.00 %
OPR	0.06 %
ORA	0.59 %
ORHP	0.04 %

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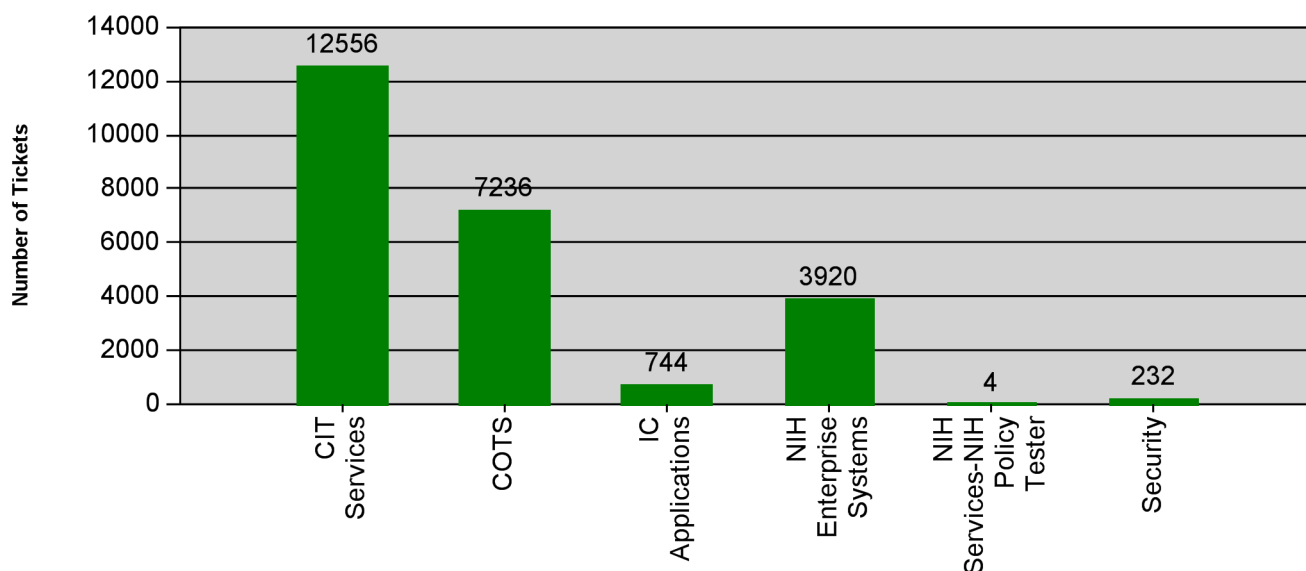


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OTHER 13.70 %

Region 0.10 %

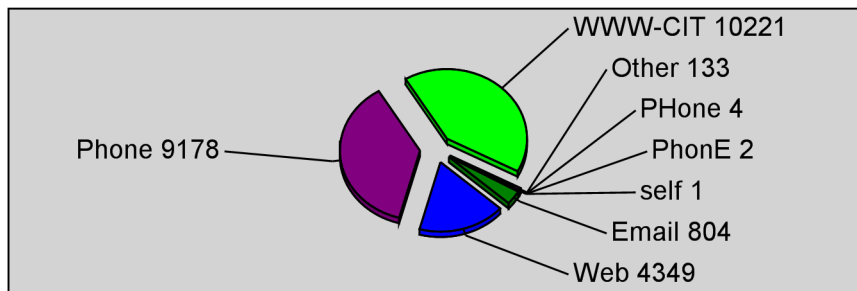
Category Summary



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

Total Tickets: 24692

Ticket Sources



Email	3.26 %
Other	0.54 %
Phone	37.19 %
self	0.00 %
Web	17.61 %
WWW-CIT	41.39 %
Total:	100.00 %

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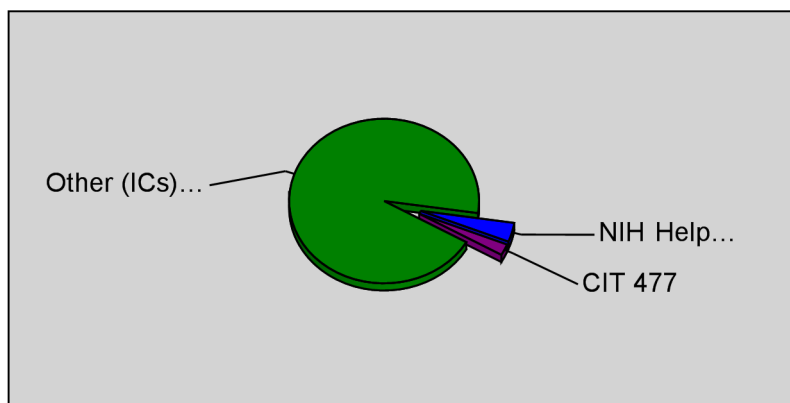


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Total Tickets Closed: 21524

*Note - includes closed no response

Tickets Closed

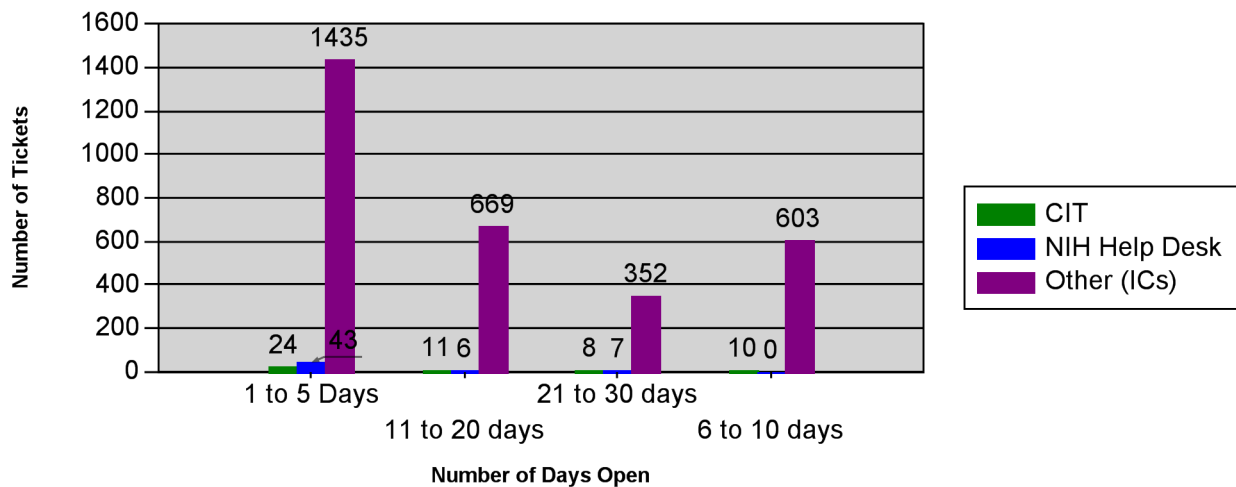


CIT	477	2.22 %
NIH Help Desk	810	3.76 %
Other (ICs)	20237	94.02 %
Total:	21524	100.00 %

Total Tickets Unresolved: 3168

Note:

Tickets Unresolved



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Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

Detailed Breakdown of Category Summary

CIT Services	12556
Accounts	5038
ASR	3
Back Office Support	1122
CIT Categories	2090
CIT Categories Aspect	3
CIT Categories Remedy	34
CIT Categories-General Information	3
Conference Room Support-Equipment Setup	263
Conference Room Support-Monitor Conference	5
Conference Room Support-Reserve	14
Connectivity	598
Email	1322
General Information	552
Hardware-Phones	1
Helix Support	17
iSDP/Software Distribution	5
NIHnet	204
OS/390	21
Project Work	1
Pubs	1
Telecommunications	310
Training	29
Unix Support	6
Video	109
Wireless Services	805

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COTS	7236
Application Support	3336
Hardware	3900
IC Applications	744
CC Clinical Applications	82
CC Clinical Applications-ATV	9
CC Technical Operations	26
E-Grants	6
Local LAN	441
OIT Categories	1
Web Site Issue (non-CIT)	179
NIH Enterprise Systems	3920
ADB	354
Capital HR Func App Suppt	17
Capital HR Interface	1
Capital HR Reporting	1
Capital HR Security	13
Capital HR Technical	2
Capital HR User Error	1
Capital HR Workflow/Worklist	1
eRA-COMMONS	631
eRA-DB	10
eRA-External	459
eRA-Grants Management	40
eRA-IMPAC II	83
eRA-Infrastructure	63
eRA-Partnership Issues	2
eRA-Referral and Review	39
eRA-Reporting	15

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eRA-Software BA	7
eRA-Training	3
eRA-UAT	3
GovTrip User Call	21
ITAS	512
NBS Break/Fix	1
NBS Enhancement	1
NBS-NAppMan	2
NBS-Sandbox	4
NBS-User Call	844
NED	497
NIH Data Warehouse	46
NIH Services	207
NIH Services-NEES	4
NVision	36
NIH Services-NIH Policy Tester	4
NIH Services-NIH Policy Tester	4
Security	232
Anti Virus SW	14
Security	218
Grand Total:	24692